Montgomery County Maryland
Fire and Rescue Services

Accreditation

Standard of Cover

F. Performance Objectives and Measurement

Performance Objectives – Benchmarks

MCFRS has travel time goals and objectives for all operational program areas that generally conform to the industry best practices prescribed in CFAI's 8th edition FESSAM. MCFRS previously had a single set of response time objectives, including a travel time component that did not include both baseline and benchmark objectives as shown in the FESSAM. The MCFRS benchmark objectives are published in the "Fire, Rescue, Emergency Medical Services, and Community Risk Reduction Master Plan" adopted by the Montgomery County Council.

The MCFRS objectives are based on prevention of flashover and are similar to NFPA 1710 criteria as applied to our urban density zone. Unlike the travel time objectives in the FESSAM that change with population density but are all set at the 90% performance level, ***the MCFRS travel time objectives were based on the same time (e.g., 4-minute travel time for first arriving engine) regardless of density zone but the performance level varies with the density zone, from 90% (urban), to 75% (suburban), to 50% (rural).***

It is important to note that MCFRS travel time objectives, as well as total response time objectives, were in place before the department sought its initial accreditation in 2007. Since 2007 and subsequent years thereafter, MCFRS has established baseline goals separate from benchmark objectives that are used to evaluate the timely distribution of resources to emergency incidents based upon, not only industry best practices but MCFRS current performance.

Performance Objectives - Baselines

During FY2012, MCFRS established baseline response time goals to bring the department in line with the two-tiered model used by the Commission on Fire Accreditation International (CFAI) whereby fire departments have both "baseline" and "benchmark" response time goals. Baseline response time goals are minimum goals to be met consistently by the department to provide an acceptable and readily achievable level of service to Montgomery County. Benchmark response time goals are more stringent goals the department should strive to meet to achieve the highest desirable level of service to the community. The Fire Chief approved the baseline goals in the fourth quarter of FY2012 and determined that the department's existing set of response time goals, as appearing in the County Council-approved *Fire, Rescue, Emergency Medical Services, and Community Risk Reduction Master Plan*, would serve as MCFRS benchmark goals.

MCFRS baseline response time goals were developed collaboratively by the MCFRS Planning Section and Operations Division. Following guidance of the CFAI Program Manager as well as CFAI guidance documents (i.e., 8th edition FESSAM and 5th edition SOC), the first and most important step was to mine and analyze response time data for the most recent fiscal year (i.e., FY2011 at that time). Total response time as well as its component parts (i.e., call processing/dispatch, turnout, and travel time) were examined in the context of first-arriving unit and arrival of the effective response force (ERF) with respect to density zones (i.e., urban, suburban, and rural[1]) where fire-rescue incidents had occurred. Response time data was mined and analyzed for all major emergency program areas, including fire, EMS, hazmat, water/ice rescue, technical rescue, bomb, and aviation fire-rescue. The fire category was originally limited to fire-full assignment but has since been expanded to include fire-full assignment (e.g., structure fire, Metro box, train fire) and fire adaptive (e.g., dumpster, vehicle, brush, alarm bells, automatic fire alarm, odor of smoke), each analyzed separately. The EMS category was divided into ALS (i.e., ALS1 and ALS2) and BLS. The 90th percentile performance was determined for each of these program areas/categories for both first-arriving unit and ERF.

[1] A fourth density zone – "Metropolitan" – was subsequently added in FY2013 to bring MCFRS' model in line with that used by CFAI; although similar to CFAI, the baseline goals for the Metropolitan and Urban density zones are identical. A fifth density zone used by CFAI – "Wilderness" – is not applicable in Montgomery County.

With the FY2011 90th percentile times in hand, the department's baseline goals development group [note: the group had no designated name] performed a comparison with other response time criteria in use by the Operations Division to determine how they might influence the determination of MCFRS baseline goals. These Operations Division "benchmarks" (not to be confused with MCFRS' official benchmark goals appearing in the Master Plan) for fire-full assignment are: 7 minutes 30 seconds for first-arriving engine "(regardless of density zone where the incident occurred), and 11 minutes 30 seconds for the remaining units of the "plan requirement" (regardless of density zone), including 2 additional engines, 1 special service (aerial unit or rescue squad), and 1 chief unit. The 7:30 and 11:30 total response times include a 2 minute 30 second goal for call processing/dispatch and 1 minute 30 second goal for turnout.

The FY2011 90th percentile times were then compared to the CFAI-recommended baseline criteria appearing on pages 70 and 71 of the 8th edition FESSAM.

Upon completing these comparative steps and following discussion with managers of the various emergency program areas and careful deliberation, the baseline goals development group settled upon the specific baseline goals that they believed the department should be able to achieve based on FY2011 performance, while ensuring the goals were reasonably close to the CFAI baseline criteria and the Operations Division's "benchmarks." These proposed baseline goals were then presented to the Fire Chief who approved them.

PERFORMANCE STATEMENTS FOR EMERGENCY PROGRAMS BENCHMARKS AND BASELINES

The Montgomery County Fire and Rescue Service response and deployment standards are based upon the metropolitan, urban, suburban, and rural population density zones and levels of risk. Thirty-six stations provide county-wide coverage; department staffing is based upon station location and incident type and frequency. The targeted service level objectives in the benchmark and baseline statements are based on industry standards, best practices, and actual MCFRS response time performance between FY10 and FY13 Quarter 2.

PERFORMANCE STATEMENTS STRUCTURE FIRE

BENCHMARK

For high and special risk structure fires (i.e., fire-full assignment) in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three firefighters, shall be 9 minutes. For structure fires in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 10 mins 30 secs. For structure fires in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 15 mins.

The first-arriving unit for all fire-related risk levels shall be capable of providing an uninterrupted water supply of a minimum of 400 gallons of water for 30 minutes with supply lines maintained by the operator at a 1,500 gallons per minute (gpm) pumping capacity; initiating command; requesting additional resources; establishing and advancing an attack line flowing a minimum of 150 gpm; establishing an uninterrupted water supply; containing the fire; rescuing at-risk victims; and performing salvage operations. These operations shall be done in accordance

with departmental standard operating procedures while providing for the safety of responders and the general public.

For high risk and special structure fires in metropolitan and urban areas, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 24-31 firefighters and officers, shall be 14 mins 30 secs. For structure fires in suburban areas, the benchmark total response time at the 90th percentile for the arrival of the ERF shall be 15 mins. For structure fires in rural areas, the benchmark total response time at the 90th percentile for the arrival of the ERF shall be 16 mins.

The ERF for all high and special risk incidents shall be responsible for: establishing command; providing an uninterrupted water supply; advancing an attack line and a backup line for fire control; complying with the Occupational Safety and Health Administration (OSHA) requirements of two in-two out; completing forcible entry; searching and rescuing at-risk victims; ventilating the structure; controlling utilities; and performing salvage and overhaul. The ERF for high and special risk structure fires will also be responsible for placing elevated streams into service from aerial ladders. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

PERFORMANCE STATEMENT STRUCTURE FIRE

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for structure fire (i.e., fire-full assignment) is as follows:

For high and special risk structure fires (i.e., fire-full assignment) in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 9 mins. For structure fires in suburban areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 9 mins 40 secs. For structure fires in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 12 mins.

For high risk and special structure fires in metropolitan and urban areas, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 24-31 firefighters and officers, shall be 13 mins 50 secs. For structure fires in suburban areas, the baseline total response time at the 90th percentile for the arrival of the ERF shall be 15 mins 10 secs. For structure fires in rural areas, the baseline total response time at the 90th percentile for the arrival of the ERF shall be 18 mins 50 secs.

PERFORMANCE STATEMENTS FIRE-ADAPTIVE

BENCHMARK

Fire-adaptive incidents are low to moderate risk incidents typically requiring the response of a single 3-person or 4-person engine. For certain incidents, a 2nd engine and/or special service (i.e., aerial unit or rescue squad) is included in the response assignment. Examples of fire-adaptive incidents include dumpster, debris, brush, vehicle, electrical short, odor of smoke, alarm bells, activate smoke detector, etc.

For fire-adaptive incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 9 minutes. For fire-adaptive incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 10 mins 30 secs. For fire-adaptive incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 15 mins.

The first-arriving unit for all fire-related risk levels shall be capable of providing an uninterrupted water supply of a minimum of 400 gallons of water for 30 minutes with supply lines maintained by the operator at a 1,500 gallons per minute (gpm) pumping capacity; initiating command; requesting additional resources; establishing and advancing an attack line flowing a minimum of 150 gpm; establishing an uninterrupted water supply; containing the fire; rescuing at-risk victims; and performing salvage operations

Note: ERF benchmarks have not been established for fire-adaptive incidents because a single 3-person or 4-person unit (i.e., first arriving engine) is usually sufficient to handle this type of low-moderate risk incident.

PERFORMANCE STATEMENT FIRE-ADAPTIVE

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for fire-adaptive is as follows:

For fire-adaptive incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 12 mins 10 secs. For fire-adaptive incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 14 mins 10 secs. For fire-adaptive incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 15 mins 40 secs.

Note: ERF baselines have not been established for fire-adaptive incidents because a single 3-person or 4-person unit (i.e., first arriving engine) is usually sufficient to handle this type of low-moderate risk incident.

PERFORMANCE STATEMENTS EMS

BENCHMARK

Emergency Medical Services (EMS) incidents consist of advanced life support (ALS) and basic life support (BLS) incidents. ALS incidents consist of ALS1 (requiring 1 ALS provider) or ALS2 (requiring 2 ALS providers) depending upon the severity of the incident as defined in MCFRS/EMD protocols. ALS patients are considered moderate to high risk, while BLS patients are considered low risk.

For ALS incidents – both ALS1 and ALS2 – occurring in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first-ALS unit, staffed by at least 1 EMT-P and 1 EMT-B, shall be 11 minutes. For ALS incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first-ALS unit shall be 12 mins 30 secs. For ALS incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first-ALS unit shall be 16 minutes. The first-arriving ALS unit shall be capable of: assessing scene safety and establishing command; sizing-up the situation; conducting initial patient assessment; obtaining vitals and patient's medical history; initiating mitigation efforts within one minute of arrival; providing first-responder medical aid including automatic external defibrillation; initiating cardio-pulmonary resuscitation (CPR); and providing intravenous (IV) access-medication administration if required and assisting transport personnel with packaging the patient.

For BLS incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the EMS unit (ambulance staffed by 2 EMT-Bs or medic unit staffed by 1 EMT-P and 1 EMT-B) shall be 14 minutes. For BLS incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the EMS unit shall be 16 mins. For BLS incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the EMS unit shall be 20 minutes. The EMS unit shall be capable of: assessing scene safety and establishing command; sizing-up the situation; conducting initial patient assessment;

obtaining vitals and patient's medical history; initiating mitigation efforts within one minute of arrival; providing first-responder medical aid including automatic external defibrillation; initiating cardio-pulmonary resuscitation (CPR); and providing intravenous (IV) access-medication administration if required and assisting transport personnel with packaging the patient.

For ALS1 incidents within metropolitan and urban areas, the benchmark total response time for the arrival of the effective response force (ERF), staffed by at least 1 EMT-P and at least 4 EMT-Bs responding in two units, shall be 12 mins. For ALS1 incidents within suburban areas, the benchmark total response time for the arrival of the ERF shall be 13 mins. For ALS1 incidents within rural areas, the benchmark total response time for the arrival of the ERF shall be 14 mins 30 secs.

For ALS2 incidents within metropolitan and urban areas, the benchmark total response time for the arrival of the effective response force (ERF), staffed by at least 2 EMT-Ps and at least 3 EMT-Bs responding in two or three units, shall be 11 mins 30 secs. For ALS2 incidents within suburban areas, the benchmark total response time for the arrival of the ERF shall be 12 mins 30 secs. For ALS2 incidents within rural areas, the benchmark total response time for the arrival of the ERF shall be 13 mins 30 secs.

Note: ERF benchmarks have not been established for BLS incidents because a single two-person unit (i.e., first arriving EMS unit) is sufficient to handle the patient except in rare cases when a manpower unit is also dispatched, usually at the request of the on-scene EMS unit to assist with a heavy patient.

The ERF is capable of: providing incident command and producing related documentation; completing patient assessment; providing appropriate treatment; performing AED; initiating CPR; and providing IV access-medication administration.

PERFORMANCE STATEMENTS EMS

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for EMS incidents is as follows:

For ALS incidents – both ALS1 and ALS2 – occurring in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first-arriving ALS unit, staffed by at least 1 EMT-P and 1 EMT-B, shall be 11 mins 30 secs. For ALS incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first-arriving ALS unit shall be 13 mins. For ALS incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first-arriving ALS unit shall be 13 mins 10 secs.

For BLS incidents occurring in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the EMS unit (ambulance staffed by 2 EMT-Bs or medic unit staffed by 1 EMT-P and 1 EMT-B) shall be 13 mins 40 secs. For BLS incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the EMS unit shall be 14 mins 50 secs. For BLS incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the EMS unit shall be 15 mins 20 secs.

For ALS1 incidents within metropolitan and urban areas, the baseline total response time for the arrival of the effective response force (ERF), staffed by at least 1 EMT-P and at least 4 EMTs responding in two units, shall be 14 mins. For ALS1 incidents within suburban areas, the baseline total response time for the arrival of the ERF shall be 15 mins 10 secs. For ALS1 incidents within rural areas, the baseline total response time for the arrival of the ERF shall be 15 mins 40 secs.

For ALS2 incidents within metropolitan and urban areas, the baseline total response time for the arrival of the effective response force (ERF), staffed by at least 2 EMT-Ps and at least 3 EMTs responding in two or three units, shall be 13 mins 50 secs. For ALS2 incidents within suburban areas, the baseline total response time for the arrival of the ERF shall be 14 mins 50 secs. For ALS2 incidents within rural areas, the baseline total response time for the arrival of the ERF shall be 16 mins 20 secs.

Note: ERF baselines have not been established for BLS incidents because a single two-person unit (i.e., first arriving EMS unit) is sufficient to handle the patient except in rare cases when a manpower unit is also dispatched, usually at the request of the on-scene EMS unit to assist with a heavy patient.

PERFORMANCE STATEMENTS TECHNICAL RESCUE

BENCHMARK

For technical rescue incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 10 minutes. For technical rescue incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 11 mins 30 secs. For technical rescue incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 15 mins 30 secs. The first unit is capable of: establishing command; sizing up to determine if a technical rescue response is required; requesting additional resources; and providing basic life support to any victim without endangering response personnel.

For technical rescue incidents in any/all of the density zones, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 36 firefighters and officers including the technical rescue response team, shall be 30 mins.

PERFORMANCE STATEMENT TECHNICAL RESCUE

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for technical rescue is as follows:

For technical rescue incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 12 mins 50 secs. For technical rescue incidents in suburban areas, the baseline total response

time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 14 mins 30 secs. For technical rescue incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 16 mins 40 secs. The first-arriving unit is capable of: establishing command; sizing up to determine if a technical rescue response is required; requesting additional resources; and providing basic life support to any victim without endangering response personnel.

For technical rescue incidents in any/all of the density zones, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 36 firefighters and officers including the technical rescue response team, shall be 30 mins. The ERF is capable of: establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills and abilities during technical rescue incidents; and providing first responder medical support.

PERFORMANCE STATEMENTS HAZARDOUS MATERIALS

BENCHMARK

For hazardous materials ("hazmat") incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three firefighters, shall be 10 minutes. For hazmat incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 11 mins 30 secs. For hazmat incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 15 mins 30 secs. The first-arriving unit is capable of: establishing command; sizing up and assessing the situation to determine the presence of a potential hazardous material or explosive device; determining the need for additional resources; estimating the potential harm without intervention; and begin establishing the hot, warm and cold zones.

For hazmat incidents in any/all of the density zones, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 20 firefighters and officers including the hazardous materials response team, shall be 30 mins.

PERFORMANCE STATEMENT HAZARDOUS MATERIALS

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for hazmat is as follows:

For hazmat incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 11

mins 10 secs. For hazmat incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 12 mins. For hazmat incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 13 mins 20 secs. The first-arriving unit is capable of: establishing command; sizing up to determine if a technical rescue response is required; requesting additional resources; and providing basic life support to any victim without endangering response personnel.

For hazmat incidents in any/all of the density zones, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 20 firefighters and officers including the hazardous materials response team, shall be 30 mins.

PERFORMANCE STATEMENT WATER/ICE RESCUE

BENCHMARK

For water/ice rescue incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 10 minutes. For hazmat incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, shall be 11 mins 30 secs. For hazmat incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 15 mins 30 secs.

The first arriving unit will:

- Establish command
- Indicate command mode
- Ensure that accountability is established
- Complete victim ID & victim location sheets with any and all information available (ECC, calling party, witnesses).
- Begin formulation of an Incident Action Plan for resolution of the incident.

For water/ice rescue incidents in any/all of the density zones, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF) shall be 30 mins. For water rescue incidents that do not involve swift water, minimum effective staffing shall be 14 personnel. For water rescue incidents that do involve swift water, minimum effective staffing will be 19 personnel.

The minimum staffing for a RRATS Strike Team is 2 boat operators and 2 crew members. Each of Stations 10 and 30 can staff an independent strike team deployment. The initial on-scene boat will not depart the launch site until a second boat has arrived on scene. An exception to this may be made if a known life hazard exists, i.e.; priority one patient, multiple persons in the water. This is similar to the Safe Structural Fire Fighting Policy of immediate entry for a known rescue.

PERFORMANCE STATEMENT WATER/ICE RESCUE

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for water/ice rescue is as follows:

For water/ice rescue incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 10 mins 20 secs. For water/ice rescue incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 13 mins. For water/ice incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 18 mins.

For water/ice rescue incidents in any/all of the density zones, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF) shall be 30 mins. For water rescue incidents that do not involve swift water, minimum effective staffing shall be 14 personnel. For water rescue incidents that do involve swift water, minimum effective staffing will be 19 personnel. The ERF will be responsible for: Establishing command, Indicating the command mode, Ensuring that accountability is established, Completing victim ID & victim location sheets with any and all information available (ECC, calling party, witnesses), and Begin formulation of an Incident Action Plan for resolution of the incident.

PERFORMANCE STATEMENT AVIATION RESCUE-FIREFIGHTING

BENCHMARK

For aviation incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 10 minutes. For aviation incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 11 mins 30 secs. For aviation incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first unit shall be 15 mins 30 secs.

The first-arriving unit will have the capability to: establish command, size-up the situation, place one line in service at either 150 gallons per minute or 250 gallons per minute, comply with the requirements of Two In/Two Out (OSHA 1910.134), initiate mitigation efforts within one minute of arrival, provide first-responder medical aid including cardiac defibrillation.

For aviation incidents in any/all of the density zones, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed with 33 firefighters, shall be 30 mins. The ERF will have the capability to: establish command, size-up the situation, provide an uninterrupted water supply; advance an attack line and a backup line for fire control; comply with the requirements of Two In/Two Out (OSHA 1910.134), rescuing at-risk victims, and provide first-responder medical aid including cardiac defibrillation.

PERFORMANCE STATEMENT AVIATION RESCUE-FIREFIGHTING

BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2012 to FY2013, Quarter 2 (after the establishment of Aviation baseline goals). The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for aviation rescue-firefighting is as follows:

For aviation incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first unit, staffed with a minimum of three fire fighters, shall be 9 mins. For aviation incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 9 mins 40 secs. For aviation incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first unit shall be 12 mins 10 secs.

For aviation incidents in any/all of the density zones, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF), staffed by 33 firefighters and officers, shall be 30 mins.

PERFORMANCE STATEMENT EXPLOSIVE DEVICE INCIDENTS BENCHMARK

For explosive device incidents in metropolitan and urban areas, the benchmark total response time at the 90th percentile for arrival of the first bomb squad unit (i.e., Bomb Squad vehicle itself or bomb technician responding in a FM's vehicle) shall be 30 minutes. For explosive device incidents in suburban areas, the benchmark total response time at the 90th percentile for arrival of the first bomb squad unit shall be 35 mins. For explosive device incidents in rural areas, the benchmark total response time at the 90th percentile for arrival of the first bomb squad unit shall be 40 mins. The first-arriving bomb squad unit is capable of: scene assessment, determining the presence of an explosive device, determining the need for additional resources, estimating potential harm without intervention, and establishing hot, warm, and cold zones.

For explosive device incidents occurring in metropolitan and urban areas, the benchmark total response time at the 90th percentile for the arrival of the effective response force (ERF), comprised of 36 personnel including the Bomb Squad, shall be 40 mins. For explosive device incidents occurring in suburban areas, the benchmark total response time at the 90th percentile for the arrival of the ERF shall be 45 mins. For explosive device incidents occurring in rural areas, the benchmark total response time at the 90th percentile for the arrival of the ERF shall be 50 mins.

PERFORMANCE STATEMENT EXPLOSIVE DEVICE INCIDENTS BASELINE (current performance)

The department's baseline statements reflect actual performance from FY2010 to FY2013, Quarter 2. The department does rely on the use of mutual aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance for explosive device is as follows:

For explosive device incidents in metropolitan and urban areas, the baseline total response time at the 90th percentile for arrival of the first bomb squad unit (i.e., Bomb Squad vehicle itself or bomb technician responding in a FM's vehicle) shall be 32 mins 40 secs. For explosive device incidents in suburban areas, the baseline total response time at the 90th percentile for arrival of the first bomb squad unit shall be 35 mins. For explosive device incidents in rural areas, the baseline total response time at the 90th percentile for arrival of the first bomb squad unit shall be 37 mins 30 secs.

For explosive device incidents occurring in metropolitan and urban areas, the baseline total response time at the 90th percentile for the arrival of the effective response force (ERF), comprised of 36 personnel including the Bomb Squad, shall be 40 mins. For explosive device incidents occurring in suburban areas, the baseline total response time at the 90th percentile for the arrival of the ERF shall be 45 mins. For explosive device incidents occurring in rural areas, the baseline total response time at the 90th percentile for the arrival of the ERF shall be 50 mins.

MCFRS

Accreditation

IT Requirements

Document for Service

Delivery Performance

Measurements

08/27/2015

ACCREDITATION IT REQUIREMENTS DOCUMENT:SELECTED SECTIONS

The following data is needed to support agency performance evaluations as required by the Commission on Fire Accreditation International (CFAI). Additional MCFRS performance analysis to achieve other requirements such as conducting a community risk analysis, etc. are dependent upon this data being used in conjunction with Geographic Information System (GIS) technologies. The following data has been requested by using the CAD Call_Type field for first unit and ERF measures:

1. Fractile data should be represented in spreadsheet format showing minutes and seconds

2. Unless otherwise indicated, all fractile reporting must be provided for the overall County excluding mutual aid responses out-of-county and for each individual MCFRS response area (excluding Federal response areas). All reporting will be for the 90th percentile level.

- Phone-to-dispatch time

This is the measure of the first unit dispatched to incidents occurring in the fire station response area (using the field box_area), regardless of what the unit type of the first dispatched unit is and which station that unit comes from. The first unit dispatched can come from any station, regardless whether the station is MCFRS, out-of-county, or from a federal fire department station.

- Turnout time

This is the measure of Turnout time performance in each MCFRS station. As such, each station's statistics will include all turnout times for each unit at that station.

- Travel time

This is the measure of travel time performance for each Fire Station Response Area. As such, it measures the firstarriving unit of the incident occurring in the corresponding Fire Station Response Area. The first arriving unit types are predetermined by accreditation program categories and documented beginning on the next page of this manual. The first arriving unit can come from any station, regardless whether the station is MCFRS, out-of-county, or from a federal fire department station.

- Total Response Time

(Secondary PSCC MCFRS) Phone-to-dispatch to arrival on scene. This is the measure of Phone-To-On scene performance for the first arriving unit into a Fire Station Response Area. As such, it measures total response time for the first-arriving unit of the incident occurring in the corresponding Fire Station Response Area. The first arriving unit can come from any station, regardless whether the station is MCFRS, out-of-county, or from a federal fire department

station. The first-arriving unit; however, must be a specific unit type in relation to the accreditation program as explained below.

First-Arriving Unit Performance (Distribution)

This measures total response time (secondary PSCCMCFRS phone- to-onscene) for the first unit of a specific type to arrive at the incident scene. Additional criteria to be included with these performance measures include providing the performance within the two-digit fire station response area, the four-digit risk management zone (RMZ [box area]), and by population density zone (Metropolitan, Urban, Suburban, Rural).

Effective Response Force (ERF) Performance (Concentration)

This measures total response time (secondary PSCCMCFRS phone to on-scene) for a specific group of units (number and type as shown below) by time-stamping the last arriving unit of the ensemble of units grouped for the specific programs. If at least one unit of the required grouping does not have an on-scene time, the incident is not measured. Additional criteria to be included with these performance measures include providing the performance within the two-digit fire station response area, the four-digit risk management zone (RMZ [box area]), and by population density zone (Metropolitan, Urban, Suburban, Rural). MCFRS analysts shall measure at the 90th percentile the total response time (phone-to-on-scene) of the appropriate last unit to arrive on-scene and at the 90th percentile the travel time (enroute-to-on-scene) of the appropriate last unit to arrive, thus completing the ERF package.